



City of Tempe

ARTS & CULTURE COORDINATOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	267	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$59,412
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$79,807
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Recreation Coordinator+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>EEO4 Group:</i>	Professionals
<i>Physical:</i>	No		

REPORTING RELATIONSHIPS

Receives general direction from Arts & Culture Division supervisory and management staff.

Exercises direct supervision over paraprofessional, technical, contract and volunteer Arts & Culture Division staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	<p><u>When assigned to Tempe Center for the Arts Box Office Coordinator:</u></p> <p>Three (3) years of supervisory experience in box-office operations and ticketing sales utilizing computerized ticketing systems.</p> <p><u>When assigned to Tempe Center for the Arts Business Development Coordinator:</u></p> <p>Three (3) years of work experience assisting in the management and/or operation of a performing arts facility or similar venue. Applicable experience may include front of house operations, catering services, event services and/or hospitality services.</p> <p><u>When assigned to Tempe Center for the Arts Audience Services Coordinator:</u></p> <p>Three (3) years of work experience assisting in the management and/or operation of a performing arts facility or similar venue. Applicable experience may include front of house operations, box office operations, and/or catering services.</p>
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	<p><u>When assigned to Tempe Center for the Arts Gallery Coordinator:</u></p> <p>Three (3) years of experience assisting in the management, operation and/or programming of visual arts facility, visual arts program, or a related application.</p> <p><u>When assigned to Tempe Center for the Arts Production Coordinator:</u></p> <p>Three (3) years of work experience in technical direction and/or production management in a multi-venue performing arts facility or similar venue or application. Applicable experience may include lighting and audio implementation and execution, touring technical management, and/or theatrical production organization.</p> <p><u>When assigned to Community Arts Learning Coordinator:</u></p> <p>Three (3) years of experience in the organization, coordination and implementation of visual arts learning programming in public spaces and/or related arts programs in community settings.</p> <p><u>When assigned to Community Arts Events Coordinator:</u></p> <p>Three (3) years of experience in the organization, coordination, and implementation of performing arts events in public spaces and/or related arts programs in community settings.</p> <p><u>When assigned to Public Art Coordinator:</u></p> <p>Three (3) years of experience in the organization, coordination and implementation of public art programs, cultural arts or visual arts programs.</p> <p><u>When assigned to Tempe History Museum Coordinator:</u></p> <p>Three (3) years of experience in the organization, coordination and implementation of educational and public programs in history, arts and/or culture in museums, historic sites or cultural centers.</p>
Education:	<p><u>When assigned to Tempe Center for the Arts Box Office Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in fine arts, performing arts, arts management, business, education or a degree related to the core functions of the position.</p> <p><u>When assigned to Tempe Center for the Arts Business Development Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in theater, hospitality, arts management or a degree related to the core functions of this position.</p>

	<p><u>When assigned to Tempe Center for the Arts Audience Services Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in theater, theatrical production, arts management or a degree related to the core functions of this position.</p> <p><u>When assigned to Tempe Center for the Arts Gallery Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in art history, fine arts, humanities or a degree related to the core functions of this position.</p> <p><u>When assigned to Tempe Center for the Arts Production Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in theatrical production, technical direction, production management or a degree related to the core functions of this position.</p> <p><u>When assigned to Community Arts Learning Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in visual arts, fine arts, arts education, arts administration, community engaged practice, art history or a degree related to the core functions of this position.</p> <p><u>When assigned to Community Arts Events Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in performing arts, fine arts, arts administration, community engaged practice or a degree related to the core functions of this position.</p> <p><u>When assigned to Public Art Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in art history, fine arts, humanities, education or a degree related to the core functions of this position.</p> <p><u>When assigned to Tempe History Museum Coordinator:</u></p> <p>Equivalent to a Bachelor's degree from an accredited college or university with major course work in history, museum studies, humanities or a degree related to the core functions of this position.</p>
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ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of professional and administrative duties involved in the implementation, coordination and operation of the city's Art & Culture Division programs, services and facilities.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Assess the needs and desires of the community as they relate to the programs, services and facilities of the Arts & Culture Division.
- Assist in the preparation of program marketing materials, including news releases, flyers and brochures.
- Respond to inquiries from the public regarding programs, services and facilities of the Art & Culture Division.
- Assist in the process to recruit, hire, train, schedule, oversee and evaluate staff and volunteers associated with the delivery of programs and services and the operation of facilities of the Art & Culture Division.
- Participate in the budget process and monitor expenses.
- Perform administrative tasks, including creating reports, contracting, contract administration and record keeping.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

When assigned to Tempe Center for the Arts Box Office Coordinator:

- Coordinate and supervise the day-to-day operation of the TCA box office; oversee and supervise ticket selling, cash management and all ticket-related customer service functions.
- Supervise box office staff and any other frontline staff as necessary.
- Coordinate, operate and supervise all aspects of the TCA's computerized ticketing system, including performance-specific seating map set-up, series and subscription management, software upgrades with contracted ticketing provider, event and season information for sales, data collection and reporting.
- Ensure operational readiness of all box office systems and equipment. Advise on procedural and technical needs and/or changes to box office operation.
- Serve as liaison with all ticketed event clients. Provide guidance and direction to clients regarding deployment of ticketing system.
- Control and maintain ticket patron database to ensure accuracy and security of information. Provide reports to management as requested.
- Establish, develop and implement industry-accepted box office operational and sales policies and procedures. Instruct and monitor same with box office sales representatives.
- Maintain box office sales, receipts and ticket transactions. Monitor appropriate records retention policies for box office specific records.

- Provide daily box office reports, performance settlements and statistical data for each event. Coordinate and ensure accuracy of deposits with financial services staff.
- Ensure all ticketing and seating practices are in compliance with Americans with Disabilities Act (ADA) guidelines and regulations and all accepted fire and safety standards.

When assigned to Tempe Center for the Arts Business Development Coordinator:

- Actively promotes the Tempe Center for the Arts (TCA) to event, wedding and meeting planners by attending trade shows, seminars and other related activities to seek and book new TCA events resulting in optimum use and maximum revenue potential of TCA facilities.
- Coordinate the TCA social and business event calendar utilizing software programs.
- Issue License Agreements to clients; tracks License Agreement requirements and deadlines.
- Act as initial informational and sales contact to potential users of TCA facilities.
- Communicate user needs/requirements/schedules/catering to appropriate staff upon confirmation of scheduled event(s). Act as facility liaison with food and beverage providers operating within the TCA facility.
- Works with TCA management and marketing and public relations staff in developing marketing materials for promoting the use of TCA facilities.
- Coordinates client billing with TCA accounting staff and City of Tempe financial services staff.
- Assist TCA Manager to establish TCA Partner's (resident arts companies) annual season schedules and issue pertinent License Agreements, billings and all associated follow-up.
- As appropriate, maintains communication and coordinates with the City of Tempe Recreation Division for social and business events being held at the Art Park to minimize conflict of simultaneous events.
- Coordinate with client(s) and required TCA staff to ensure a successful event at the Tempe Center for the Arts from initiation to completion and follow-up with the continual goal of exemplary customer service.

When assigned to Tempe Center for the Arts Audience Services Coordinator:

- Coordinate and supervise activities that may include audience services, volunteer program, and food and beverage for TCA events. Serve as House Manager or Event Manager on duty, as assigned. Oversee, schedule, supervise, and evaluate Experience TCA Team members in collaboration with Box Office Coordinator and Gallery Curator.
- Design and implement training programs such as new hire part-time staff orientation, customer service, emergency preparedness, situational awareness, etc.
- Coordinate Americans with Disabilities Act (ADA) requirements and requests pertaining to Audience Services. Assure adherence to fire and safety procedures in assigned areas.
- Communicate with outside stakeholders and other City work groups regarding event dates, building access and parking; provide regular event information and reports.
- Maintain accurate records pertaining to front-of-house operations, including attendance counts, incident reports, merchandise sales, etc.
- Plan, direct and manage the event only operation of the concessions service at TCA. Effectively manage and oversee all associated aspects of F&B service including; daily reconciliation of

sales, product ordering, inventory management, delivery schedules, permits, licenses, and licensing standards, health department inspections, pricing, new product introduction and customer care.

When assigned to Tempe Center for the Arts Gallery Coordinator:

- Coordinate gallery and exhibitions needs for the Tempe Center for the Arts (TCA) and exhibition satellite locations included in the Cultural Services Exhibitions Program.
- Curate and/or coordinate curatorial services for exhibitions in the Cultural Services Exhibitions Program.
- Coordinate activities, including, docent services, gallery operations, installations, de-installations, exhibit schedules, and other gallery activities.
- Implement policies and procedures as pertaining to the Cultural Services Exhibitions Program and the TCA gallery.
- Coordinate and schedule programs, exhibits, activities and special events related to the TCA gallery and exhibition satellite locations included in the Cultural Services Exhibitions Program.
- Perform and coordinate tasks, , including, contracting, contract administration, and record keeping associated with maintenance and restoration of artworks within City of Tempe collection, incoming and outgoing loan of artworks, purchase of artworks, placement and inventory of city-owned and on-loan artworks, and procurement of visual arts exhibits.
- Coordinate Americans with Disabilities Act (ADA) requirements pertaining to gallery operations. Assure adherence to fire and safety procedures in assigned areas.

When assigned to Tempe Center for the Arts Production Coordinator:

- Coordinate and oversee production needs of events in the Tempe Center for the Arts (TCA). Oversee function spaces within TCA and serve as site manager during events.
- Liaise with City and TCA facility staff in the daily maintenance and function of TCA facility operations.
- Advise on technical production needs of booked and/or prospective events. Review technical needs and riders of prospective clients.
- Coordinate and supervise the day-to-day operation of the production department; schedule, supervise, train and evaluate the production staff; oversee and supervise theatrical and rental events.
- Ensure operational readiness of performance systems and equipment; perform and/or coordinate regular maintenance and safety inspections of all theatrical systems and equipment.
- Confer with incoming user organization(s) (clients) to clarify and coordinate production and personnel needs. Assure all pre-event preparations are completed to satisfaction in a timely manner.
- Develop and maintain production area records; prepare reports as necessary.
- Liaise with third-party security for scheduling and to address any pertinent issues.
- Serve as facilities and events on-call Coordinator, as assigned.

When assigned to Community Arts Learning Coordinator:

- Coordinate and oversee community arts learning programs at Edna Vihel Arts Center and satellite locations, including, other city facilities, neighborhood parks and schools;
- Plan, coordinate and implement classes, workshops, residencies and events with a focus on visual arts;
- Organize and facilitate community arts programming that is inclusive, accessible, engaging and serves various ages and abilities;
- Recruit, train and supervise arts instructors, Edna Arts visitor services staff, resident artists and volunteers;
- Manage visual arts contracts and collaborations with artists, teachers and local arts groups;
- Coordinate and schedule revenue-generating activities; maintain records and track registration and fees; manage supplies and equipment.

When assigned to Community Arts Events Coordinator:

- Coordinate and oversee community arts outbound events in diverse locations, including, city facilities, neighborhood parks and schools;
- Plan, coordinate and implement community driven initiatives, neighborhood activations and residencies with a focus on performing arts;
- Organize and facilitate community arts programming that is inclusive, accessible, engaging and serves various ages and abilities;
- Recruit, train and supervise event staff, resident artists, arts assistants and volunteers;
- Manage performing arts contracts and collaborations with artists, teachers and local arts groups;
- Oversee the implementation of marketing related to community arts programs and events, including webpages, social media, calendars, printed materials and electronic media.

When assigned to Public Art Program Coordinator:

- Coordinate and oversee City of Tempe Public Art and Art in Private Development Projects.
- Coordinate the process for selecting artists for commissioned projects including writing and distributing RFQ/RFPs and coordinating selection panels and public presentations of proposals.
- Administer contracts with artists for the purchase of artwork and commissioning of public art.
- Serve as staff liaison with other city departments through design development and review of projects which include a public art element.
- Plan, coordinate and implement public art initiatives including artist workshops, community meetings related to public art programs, and related outreach events.
- Oversee on-site art installations and execute routine site visits.
- Oversee project budget tracking and assist with program planning.
- Recruit, train, and supervise the work of interns and volunteers.
- Develop and implement service contracts for the maintenance and conservation of public art owned by the city.
- Assist with marketing and outreach efforts related to the Public Art Program, including social media, webpages, calendars, printed materials and electronic media. May apply for and administer state and/or regional grants related to public art.

When assigned to Tempe History Museum Coordinator:

- Plan, coordinate and implement public and educational programs/tours, festivals, events and activities at any location within the Arts & Culture Division.
- Coordinate and assist in implementing partner programs for groups aligned or serving the museum such as the African American Advisory Committee and Tempe History Society, Questers, Tempe Garden Club, and among others. Attend partner meetings as needed and act as a liaison between affiliated groups and Tempe History Museum staff.
- Coordinate and schedule programs, exhibits, activities and special events related to the museum exhibits.
- Administer contracts with program leaders, instructors, and groups for public programs and educational services.
- Recruit, train and supervise the work of docents and volunteers.
- Pursue supplemental funding sources such as grants, sponsorships and donations for programs.
- Provide content and oversee the implementation of publicity and marketing related to public programs and educational activities, including, webpages, social media, calendars, printed materials and electronic media.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring

Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective July 1989

Revised January 1999

Revised July 2005

Revised November 2005 (title change)

Revised February 2006

Revised October 2007 (added section for assignment to Business Development Coordinator)

Revised November 2012 (Duties, Business Development Coordinator)

Revised December 2014 (added when assigned to Box Office Coordinator)

Revised March 2019 (update job duties for TCA Arts Production Coordinator)

Revised July 2021 (updated job title, reports to, minimum qualifications, and job duties)